

INSERT
FACILITY LOGO IF
DESIRED

**CHILD CARE FACILITIES
EMERGENCY/DISASTER RESPONSE
QUICK REFERENCE
DOCUMENTS**

OCTOBER 2008

CHILD CARE FACILITIES EMERGENCY/DISASTER RESPONSE
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1. ACTIVATING THE DISASTER PLAN

AUTHORITY TO INITIATE PLAN

The authority to implement this plan in whole or in part is vested in the Child Care Facility Licensee/Manager or delegate

INITIATION OF PLAN

Licensee/Manager or delegate and/or a Designated Staff Member may initiate the Facility Plan.

ACTIVATION OF PLAN

Any disaster call received by the staff during normal business hours will be forwarded to the Facility Licensee/Manager or delegate who will obtain particulars of disaster as follows. With the form provided:

1.4.a EMERGENCY CALL RESPONSE FORM

Obtain the following particulars:

1. Name of person calling and telephone number calling from:

2. Location of Incident:

3. Type of Incident:

4. Impact expected for _____ insert name of the facility _____:

5. Time of Call: _____

CALL BACK IMMEDIATELY TO VERIFY the disaster. If the number is busy:
THEN

Consult with the Facility Licensee/Manager or delegate to get authorization
If unable to contact the Licensee/Manager or delegate

INITIATE THE PLAN
THEN
Try again to VERIFY THE CALL.

NOTE:

The decision to stand down from a "CODE ORANGE" will be made by the Child Care Facility Licensee/Manager or delegate.on the advice from the local authority.

3. CODE BLUE: CARDIAC ARREST

Within a Child Care facility a Code Blue would be responded to as if it happened in any public place:

- 911 would be called
- Trained staff would attend to the victim until the ambulance arrives

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4. CODE RED: FIRE

ALL STAFF

IF YOU DISCOVER A FIRE: R.A.C.E.

Rescue anyone in immediate danger if it is safe to do so.

Alarm. Activate the nearest fire alarm or call 911.

Confine the fire by closing doors and windows.

Extinguish the fire only if it is safe to do so. Otherwise, it should be left and contained behind closed doors.

One person to be assigned by the Licensee/Manager or delegate to meet the Fire Department.

If the fire cannot be extinguished – evacuation is to take place:

1. Close all doors and windows.
2. Gather children, children's records, Emergency Kit including a cordless or cell phone.
3. Leave the building and meet at the muster station at _____
4. Fire Department will take charge on arrival.
5. All rooms checked, and all personnel evacuated past the double smoke/fire doors. Doors must be closed and marked to show rooms have been checked.
6. Fire Department requests that all personnel exit to the outside of the building.
7. The Licensee/Manager or delegate performs a head count and that information is passed on to the Fire Department.

The RACE response to fire and the evacuation of the facility are practiced with staff and children monthly. These practices are to be documented using the Fire Practices Log and the Fire Drill Report found on the following pages.

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5. CODE RED: FIRE PRACTICE LOG AND DRILL REPORT

Date: _____ Number of children in care: _____

Time: _____ Number of Staff on duty: _____

Location: _____

Name of the Licensee/Manager or delegate: _____

=====

Live Fire Drill False Alarm

Staff response time: _____

Pull Station activated: Yes No Not applicable:

Simulated 911 call: Yes No

Children were protected? Yes No

Was the fire alarm sounded Yes No Not applicable:

Were the correct actions taken to deal with the simulated fire? Yes No

Automatic doors closed? Yes No Not applicable

Were windows and doors closed? Yes No

Staff de-briefing held? Yes No

Any recommendations as a result of the drill?

Names of staff participating?

Form completed by: _____

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6. CODE BLACK: BOMB THREAT PROCEDURE

Bomb threats must be taken seriously and considered real until proven otherwise.

The procedure to follow is:

1. Listen – be calm, don't interrupt, get as much information as possible
2. Document – using the Bomb Threat Form. The Form is on the following page. A copy of the form should be at each phone in the facility if no reception area is identified.
3. Summon help, if available, using by hand signals and show the person responding these instructions:
 - a. Call 911 and ask for RCMP/Police and Fire
 - b. Explain the situation
 - c. Relay advice given by RCMP/Police/Fire regarding evacuation
4. Staff should prepare for evacuation and implement evacuation on the instructions of RCMP/Police/Fire authority.
5. A search for unusual or suspicious objects should be undertaken. If such an object/container is found:
 - a. Leave it untouched
 - b. Make the Licensee/Manager or delegate and RCMP/Police aware of the exact location
 - c. Do not assume that it is the only one
 - d. Remove staff and children from the area immediately
6. Report the incident to VIHA Licensing. Contact information is found in **Section 19**.

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7. CODE BLACK: BOMB THREAT DOCUMENTATION FORM

Date: _____ Time: _____

Caller: Male Female Adult Juvenile

Origin: Local Long Distance

Bomb facts: When will it go off? _____
Where is it located? _____
What type of bomb is it? _____
What does it look like? _____
How powerful is it? _____
Is there more than one? _____

Voice characteristics: Loud Soft High pitched Deep
 Raspy Pleasant Intoxicated
Other: _____

Speech: Fast Slow Distinct Slurred Stutter
 Nasal Distorted Lisp

Language: Excellent Good Poor Fair Foul

Accent: Local Foreign Origin: _____

Manner: Calm Angry Coherent Irrational Deliberate
 Emotional Other: _____

Background Noises: Quiet Machines Airplanes Music
 Trains Factory Street traffic
 Animals Other: _____

NOTIFICATIONS: RCMP Fire VIHA Licensing

Signature: _____

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8. CODE GREEN: EVACUATION PROCEDURE

Preparation for Evacuation;

- Shut off water, gas and electricity
- Know the location of the alternate site for your facility or the nearest Municipal Emergency Social Services Reception Centre
- Make arrangements for pets if applicable
- Follow the instructions of authorities
- Do not use the telephone except for life threatening emergencies

When Instructions are given to evacuate by local authorities the Licensee/Manager or delegate will:

1. Determine a safe exit.
2. Assign a person to act as exit monitor.
3. Remove those in danger to behind a fire door if possible.
4. If no fire doors exist remove to the exterior of the building and go to the pre-determined muster area.
5. Once all children and staff are out, if and only if it is safe to do so, the exit monitor will do a search of the premises to ensure that everyone is out of the building and will lock the building taking with them the Records and Emergency Kit as they leave. See Section 1.7 of this plan for the list of contents in the Emergency Kit
6. Complete the Child and Staff Post Evacuation Status Report Form
7. Report anyone who is missing to the Licensee/Manager or delegate who will tell the First responder Authority in charge of the incident. At the Command Centre. The Command Centre is identified by a green light on a vehicle.
8. Arrange to proceed to your alternate setting.
9. Notify parents of your new location.
10. Notify VIHA Licensing.

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9. CODE GREEN: CHILD AND STAFF POST-EVACUATION STATUS REPORT FORM

Date: _____ Time: _____

Reason for Evacuation:

Number of Children Attending: _____

Number of Children Present at the muster station: _____

Number of /Staff working: _____

Number of Staff present at the muster station: _____

Other persons present: (Guests, parents, visitors): _____

Comments:

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10. CODE BROWN: HAZARDOUS SPILLS CLEANING GUIDELINES

The rule is to clean up the spill first and then sanitize. Wear disposable gloves always. Wear other personal protective equipment if there is a danger of splashing.

GUIDELINES FOR HARD SURFACES:

- ❑ Soak up and remove most of the spill using paper towels.
- ❑ Place the soaked paper towels directly into a plastic garbage bag.
- ❑ With mop or cleaning cloth, clean the soiled area with detergent and water to remove any visible dirt or body fluids.
- ❑ After cleaning, sanitize the area using a low level disinfectant – a mixture of one cup (250 ml) of household bleach (5% - 6% chlorine) in ten cups (2.5 litres) of water (1 part bleach to 10 parts water will do. In order to sanitize a surface, let the bleach solution stand for one minutes before drying.
- ❑ If you use a commercial disinfectant, follow the instructions on the label.
- ❑ Close the garbage bag, using masking tape to prevent it being opened and deposit in the regular garbage.
- ❑ Remove gloves and other protective equipment, deposit in regular garbage and wash your hands.

GUIDELINES FOR CARPET & UPHOLSTERY:

- ❑ Blot up the spill with paper towels.
- ❑ Place soiled paper towels directly into the plastic garbage bag.
- ❑ Apply a household detergent or disinfectant to cover the spot. Let this sit for thirty (30) minutes.
- ❑ Blot up the excess liquid with paper towels and dispose of them in the garbage bag as well.
- ❑ Reapply detergent/disinfectant. Let dry overnight
- ❑ Close the bag using masking tape to prevent it being opened and place in the regular garbage.
- ❑ Remove gloves and other protective equipment, deposit in regular garbage and wash your hands.
- ❑ Steam clean carpet and upholstery, if necessary. Replace heavily soiled carpets and upholstery that cannot be effectively cleaned and sanitized.

GUIDELINES TO CLEAN AND SANITIZE CLEANING EQUIPMENT:

- ❑ Wear disposable gloves or household rubber gloves that can be cleaned and sanitized.
- ❑ Wash mops, cloths, and brushes in hot soapy water and rinse. Ensure that all visible dirt is removed.
- ❑ Soak mops, cloths and brushes in a low level disinfectant solution for twenty (20) minutes. Sanitize the mop handle by cleaning and then wiping with a low level disinfectant
- ❑ Clean and sanitize reusable personal protective equipment such as household rubber gloves or plastic goggles.
- ❑ Clean and sanitize surface areas and sinks where you have cleaned equipment.

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PROTOCOL FOR A SPLASH OF BLOOD OR BODY FLUID

NOTE: A “Splash” is defined as one where blood or body fluid comes in contact with lips, eyes mouth or open sore/ abrasion.

Follow the protocol below:

- ❑ Don't panic the risk of serious infection in a Day Care Centre is low.
- ❑ Rinse well with tap water for 10 – 15 minutes
- ❑ If a child is splashed:
 - Contact the parents
 - Take the child to the nearest hospital/medical clinic
 - Report the Incident to Licensing.
- ❑ If a staff member is splashed:
 - Report to your Supervisor immediately. If you cannot do this leave a message for the Supervisor.
 - Go immediately to the nearest hospital Emergency Department/medical clinic.
 - For follow-up counselling see your doctor
 - Complete WorkSafe BC reports.

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11. GUIDELINES FOR CLEANING TOYS

- Regular cleaning is required for all shared toys.
- Chose toys that are washable, sturdy and of appropriate sizes and shapes to avoid aspiration and other injuries.
- Do not have stuffed animals or other toys that cannot be easily cleaned.
- Attempt to keep children with suspect communicable diseases out of the play area.
- Establish a schedule and assign responsibility for cleaning toys.
- Toys that children have placed in their mouths or that are otherwise contaminated by body fluids should be removed from the play area until they can be cleaned.
- Toys should be cleaned when visibly soiled and at least once a week or more often if indicated. e.g. daily in a busy play area.

Cleaning toys

Options include:

1. A dishwasher with a sanitize cycle. The toy can be allowed to air dry before storage, or
2. Clean the toy thoroughly with soap and warm water and then disinfect with an appropriate product. Allow the item to air dry, or
3. Clean the toy thoroughly with soap and water, wipe the toy with a cloth soaked in disinfectant, allow to air dry then rinse thoroughly with lukewarm water, as some chemicals may be harmful to children who chew toys. Allow to air dry.

NOTE: There are many disinfectants on the market. Ensure that the disinfectant being used is safe: suitable for the intended purpose and that the manufacturer's directions for dilution and contact time are followed. In general disinfectants that contain a quaternary compound, 70% alcohol, a dilute sodium hypochlorite (1:500) or 0.5% accelerated hydrogen peroxide may be used if they are rinsed thoroughly after disinfecting.

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12. CODE GREY: AIR EXCLUSION

In the unlikely event of noxious or toxic air in the vicinity of the Facility that has placed it in harm's way. You will receive a notification to "Shelter-in-Place". You may receive the instruction to shelter via telephone call, media announcement or loud hailer. When instructed to shelter take the following steps:

1. Immediately gather everyone indoors and remain there.
2. Close and lock all windows and outside doors
3. Tape gaps around door frames
4. Extinguish indoor wood burning fireplaces and close flue dampers.
5. Turn off appliances or equipment that either:
 - 5.1. Blow out air such as:
 - 5.1.1. Bathroom and kitchen fans
 - 5.1.2. Built in vacuum systems
 - 5.2. Sucks in outside air, such as:
 - 5.2.1. Gas stoves
 - 5.2.2. Fireplaces
 - 5.2.3. Clothes dryers
 - 5.2.4. Air conditioners
6. Turn down thermostats by about 5°C to minimize the on-time of furnaces
7. Leave all inside doors open
8. Avoid using the telephone except for emergencies so you can be contacted by authorities regarding the status of the event.
9. Stay tuned to local radio and television for possible information updates
10. Even if you see people outside do not leave your premises and until informed by authorities.
11. After the air pollution and passed or been nullified you will receive an "All Clear" message. You may also receive instructions to:
 - 11.1. Ventilate you facility by opening all doors and windows, turning on fans and turning up Thermostats.
 - 11.2. Once the facility is completely ventilated, return all equipment to normal.

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13. CODE ORANGE: DISASTER

A few simple steps can greatly reduce the risk of personal injury during an earthquake.

The first indication of an earthquake

- A low or loud rumbling noise.
- A sudden violent jolt.
- A shaking or moving of objects.
- Any combination of the above.

What to do immediately

- Protect yourself.
- **DUCK – COVER – HOLD**
- Move away from large windows and objects that may fall. Drop to the floor and cover the back of your neck with your hands. If you are able, get under a heavy table or desk.
- If inside, stay there! If outside, stay there! Take cover...Protect your head and face...Don't run downstairs...Kneel down with your back to the wall.

ACTIONS DURING AND IMMEDIATELY FOLLOWING AN EARTHQUAKE:

During the shaking

- Do not attempt to assist others until the shaking stops, protect yourself! Provide verbal direction to residents/clients, staff and visitors.
- If you are inside, stay inside. Do not attempt to exit.
 - Move away from windows and mirrors that may shatter and objects that may fall.
 - Crawl under a strong table, counter, or desk if possible. Do not stand in a doorway.
 - Drop to your knees and cover your head and neck with your hands.
- If you are outside, stay outside.
 - Move away from the building and power lines.
 - Avoid overhanging structures.
 - Remain in your location until the shaking stops.

Once the shaking stops

WAIT 60 SECONDS AFTER SHAKING STOPS. Think, assess, and move slowly.

PREPARE FOR AFTERSHOCKS – respond with Duck, Cover and Hold

- Account for all individuals.
- Check for injuries
 - Assess if anyone is injured and provide medical assistance where required, or call other staff members for assistance.
- Check for people who may be trapped
 - Inspect rooms, common areas, and other locations in your area. Leave doors to rooms open.

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- Calm children
 - Instruct children to remain calm and stay in an intact room, or
 - Assemble children in hallways until a detailed damage assessment is complete.
 - Keep children away from windows, exterior walls, and objects that may fall.
 -
- Check for hazards
 - Check for fires.
 - Floors may be covered with glass, spilled liquids, and chemicals.
 - Check the operating status of all telephones, and replace receivers on the bases.
- Do not touch fallen or damaged electrical wires.
- Delegate the following tasks to staff as they become available
 - Compile a list of those present at the time of the earthquake.
 - If someone is missing either conduct an immediate search, or wait for emergency services, depending upon the condition of the building.
 - Check utilities – shut off if necessary (i.e. electrical appliances, etc.). Check sewage lines.
 - Check building for structural damage **See Section 15 – Damage Assessment of the Building.**
 - Assess the damage to gas and water pipes, electrical wiring, and sewage lines. Turn off valves and water.
 - Clear hallways and evacuation routes of hazards.
 - Avoid other probable dangers (fallen wires, overhanging debris, etc.).
 - Check for fires and fire hazards.
 - Check gas, water, and electric lines.
 - Use a flashlight NOT a candle.
 - Turn on battery operated radio (or care radio) for emergency bulletins.
 - Check supplies, food, water, and first aid.
 - Draw a moderate amount of cold water. Fill tubs with water in order to provide short-term resource.

If the building assessment indicates that it is unsafe to remain the Licensee/Manager or delegate will contact local authorities regarding transportation to the designated alternate site of a Municipal Emergency Social Service Reception Centre.

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14. DAMAGE ASSESSMENT TOOL

- Use the Damage Assessment Checklist following this page to assess the damage to the building, and report the findings to the Licensee/Manager or delegate
- Differentiate between structural and non-structural damage. Although damage may appear to be extensive, evacuation may not be necessary.
- Do not occupy the building and prevent access if:
 - The building had collapsed partially or completely.
 - There is obvious and severe damage to primary structural supports, or other signs of distress.
 - There are large ground fissures or massive ground movement near the building.
- Prevent access to part of the building if:
 - There is a hazardous spill.
 - Gas or power lines have broken.
 - Windows are broken.
- Post signs in areas deemed to be unsafe indicating the danger.
- Immediately notify the Medical Health Officer On Call 1-800-204-6166 as to the status of the quality and quantity of the water supply.

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15. DAMAGE ASSESSMENT CHECKLIST

ACTIVITY	COMPLETE	COMMENTS
<u>Fire</u>		
<u>Exterior:</u> Structural Integrity: Landslides, bank failure, surface fissures, Flooding		
<u>Entry and exit routes:</u> Safe, accessible		
<u>Interior:</u> Structure Integrity: Fallen light fixtures, Broken windows, Fallen cupboards/furniture, Hazardous spills		
<u>Elevators:</u> Doors, pulleys, chains & electrical systems		
<u>Electrical System:</u> system integrity, shorting, fire & fallen power lines		
<u>Water:</u> System integrity, availability & purity		
<u>HVAC system:</u>		

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ACTIVITY	COMPLETE	COMMENTS
functioning		
<u>Sewage system:</u> functioning		
<u>Telephone & paging system:</u> Functioning		
<u>Natural gas system:</u> system integrity & availability		
<u>Other</u>		

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16. BOIL WATER NOTIFICATION

Upon receipt of such a notification and where the facility is dependent on a public water supply, as opposed to well water, the facility will:

1. Use only bottled water for drinking.
2. Use paper plates and plastic utensils for food preparation and consumption
3. Use a waterless disinfectant for hand washing
4. Ensure that the water supply to sinks, drinking fountains and outside water sources (taps and hoses) are turned off.
5. Post prepared signage indicating the Boil Water Notification is in effect.

Water Disinfection

Facilities should have a supply of Iodine tablets for the purpose of disinfecting water.

Note: Water may also be purified by bringing it to a rapid boil for 5 minutes. Due to its chemical content, swimming pool or spa water should not be used as a primary source of drinking water.

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17. UTILITY OUTAGES

BC HYDRO

Before An Outage

1. Look at the building

- ❑ Identify the location of your meter room and electric service entrance.
 - Make sure you have access to the meter room.
 - If you have more than one electric meter, identify which meter serves each part of your building and the pieces of equipment that are connected to each meter.
- ❑ Identify the voltage levels that BC Hydro delivers to your location.
- ❑ If your meter room does not have emergency lighting consider installing one.
 - Keep a flashlight, along with fresh batteries, in the meter room so that you can see your equipment if the power goes out.
- ❑ If your building has fuses, know the location and ratings. Keep two (2) sets of spares in reserve in case a fuse blows when services is restored.

2. Look at the equipment

- ❑ Post an electrical one-line diagram in the meter room to help the people working to restore power.
- ❑ Develop and implement a written maintenance program for your vault and electrical equipment.
- ❑ Prepare a list of equipment that will need to be reset after an outage.
- ❑ Contact the service providers for your telephone service, security system and fire protection service for information on how these systems will operate during and after, an electrical outage.
- ❑ Know what equipment can and cannot be turned off. Develop a plan for controlled shutdown if needed.

3. Take steps to prepare

- ❑ Prepare and document your operational tasks and responsibilities during a power outage. Have an operational plan ready for shutting down and restarting electrical equipment and appliances.
- ❑ Have someone on site or on call who is qualified to work on your electrical equipment.
- ❑ Establish the back-up personnel responsible for handling emergencies that happen after hours and develop an after-hours notification system.
- ❑ Install surge protection devices to protect sensitive electronic equipment.

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- ❑ Develop a list of emergency phone numbers
 - Include suppliers, electricians, contractors, elevator services, computer services, managers at your business and BC Hydro **1 888 POWERON (1-888-769-3766)**
 - Post the list in the meter room and in other strategic locations for quick access when needed.
- ❑ Set up a safety committee. Appoint safety coordinators in each section of your business to provide information and direction to employees in their work areas.
- ❑ Have a cell phone or cordless phone available or readily accessible. Cordless phones and your company's phone system may not work without electricity.
- ❑ Ensure that all key personnel have cell phones and that every one has a list of those numbers.
- ❑ Have a qualified electrician test the breakers to make sure they work and are not likely to break when repeatedly opened and closed.
- ❑ Put together and maintain an emergency kit including flashlights, battery powered radio, battery powered clocks, extra batteries and a copy of your emergency plan with key phone numbers.

4. Prepare your employees

- ❑ Educate your employees on what to do if an outage occurs. Include information on:
 - Using elevators on your site
 - Shutdown procedures for air conditioning or refrigeration equipment, alarm systems and any other critical equipment or systems.
- ❑ Ensure that key staff know the procedure for reporting an outage and have a note of your BC Hydro account number or your **Site Location Identification (SLID)** handy.
- ❑ Have an emergency plan in place for employees who rely on medical equipment. This may include back-up power sources or transportation to another facility.
- ❑ Provide flashlights to each department for use if the power goes out.
 - Do not use candles
- ❑ Keep protective gloves and goggles on hand so employees will be prepared to switch breakers back on when power is restored.
 - Be sure that the protective equipment used meets the requirements of WorkSafe BC Occupational Health & Safety regulations for the voltage levels in your facility.

5. Check your backup systems

- ❑ If you have a back-up generator, know its make, capacity and delivery voltage.
- ❑ Have someone on site or on call who is qualified to work with your back-up system
 - Make sure all manufacturers' operating instructions are carefully followed.
- ❑ Double check that all critical loads, including elevators and emergency lighting are connected to the back-up generator.

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- Verify that your back-up generator capacity is enough to handle this load.
- Establish a regular maintenance program for your back-up generator
- Test your back-up generator each month
 - Check the generator under load conditions to make sure it works
 - Include the switchgear and transfer switch to your test.
- Remove potential hazards or hazardous materials that could be impacted by the operation of a back-up generator.
- Know how much fuel you have stored for the generator and how long that fuel would last during an outage.
 - Establish quick fuel delivery arrangements in case you run out of fuel
 - Install a fuel inhibitor (gasoline or diesel fuels) and plan to use, replace or polish this fuel at least once a year.
- Test your back-up battery systems: Uninterruptible Power Supply (UPS), emergency lighting, phone, security, fire protection each year.
- If you have a UPS system, know it's back-up capacity in minutes.
 - Update this information as you add or remove equipment
 - Develop a plan for the orderly shutdown of equipment before the capacity limit is reached.

6. When the power goes off

- Check your circuit breakers or fuses to make sure that the outage is not being caused by equipment problems in your facility. Is power out in your whole area?
- Check to make sure employees are safe.
 - Check your elevators, equipment and the facility in general for situations that may require immediate attention.
- If the outage is in your own system, contact your electrician or electrical contractor.
- If it is a BC Hydro outage, report it by calling **1 888 POWERON or *HYDRO (*49378)** on your cell phone. The automated outage reporting system will take you through several prompts to match up your telephone number, address and BC Hydro account number or it can connect you with a representative if you don't have this information handy.
 - If the outage has already been reported, the system will provide you with the most recent estimated time of power restoration, if one is available.
 - If BC Hydro does not have an outage recorded for your location, you will be transferred to an agent to record the details.
 - If you have a laptop or a computer on back-up power supply, you can go to bchydro.com/outages for outage information by region, including estimated restoration times where known. An estimated restoration time may not be available if a hydro crew has not yet assessed the cause and repair required.
 - Tune into your local news on your portable radio for up-dated outage information.
- If you are using a back-up generator, make sure the transfer switch is properly isolated from your generator load and that power is not feeding back into the Hydro system

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- ❑ Turn off major pieces of equipment not connected to your back-up generator, because some appliances or tools left on will start up automatically when service is restored, turning them off can prevent damage, injury or fire.
 - Leave a few lights on in visible areas so you know when the power is restored
- ❑ Go to the meter room and shut off the circuit breakers to the major pieces of equipment. This will help avoid power surges and possible damage to your equipment when the power is restored.
 - Be sure to leave the breakers on that control the lights to alert you when the power is restored.
- ❑ Contact the companies that service your air conditioning system, alarm and communications equipment for information or specific instructions.

7. When the power is restored.

- ❑ When power is restored, turn on the most essential equipment first and wait 10 – 15 minutes before re-connecting voltage sensitive and less critical equipment, to give the system a chance to stabilize.
- ❑ Close you circuit breakers one at a time.
 - Start with your non-critical, single phase breakers, first
 - Wait a minute or two to make sure your equipment is operating before moving to the next breakers
 - Turn on any three-phase equipment at the end of this process.
- ❑ Remember to re-set clocks, automatic timers and alarms
- ❑ Shut down you back-up generator and transfer load back to your electrical system, following the manufacturer's instructions.
- ❑ Check and replenish the fuel supply to your back-up generator.
- ❑ Review and update your outage plan in the light of learning from this outage, while the experience is fresh in everyone's mind.
- ❑ Meet with your Safety Committee to update procedures as necessary.
- ❑ Communicate and report what happened to all concerned.
- ❑ Report to Licensing as a Service Delivery Disruption. Contact information is found in **Section 19**.

GAS INTERRUPTIONS OR STOPAGES

What Does Gas Smell Like? Rotten eggs: a bad smell for a good reason

Natural gas and piped propane smell like rotten eggs or sulphur. Because natural gas is odourless, we add trace amounts of a chemical called mercaptan, which has a distinctive rotten egg or sulphur-like odour. It smells bad for a good reason! In case of a leak, we want you to be able to detect and identify it. We never charge to investigate a gas odour call.

CHILD CARE FACILITIES EMERGENCY/DISASTER RESPONSE
QUICK REFERENCE

What to do if you smell gas

If you smell gas or hear the flow of escaping gas, follow these steps immediately:
Don't smoke, light matches, operate electrical switches, use either cell or telephones, or create any other source of ignition.

Leave the building immediately; leaving the door open and any windows that may already be open.

Turn your gas off **at the meter**, if you know how.

Get to a nearby phone and call the Terasen Gas 24-hour Emergency Line at **1-800-663-9911**, or **911** or the fire department emergency number.

If you are on a known flood plain access the Terasen Gas website for specific information:

<http://www.terasengas.com/Safety/SafetyHomeWork/EmergencyPreparedness/Floods/default.htm>.

CHILD CARE FACILITIES EMERGENCY/DISASTER RESPONSE
QUICK REFERENCE

19. LICENSING CONTACT INFORMATION

South Island

#201 - 771 Vernon Avenue
Victoria, BC V8X 5A7
Ph: 250.519.3401
Fax: 250.519.3402

Central Island

#29 - 1925 Bowen Road
Nanaimo, BC V9S 1H1
Ph: 250.739.5800
Fax: 250.751.1118

North Island

#200 - 1100 Island Highway
Campbell River, BC V9W 8C6
Ph: 250.850.2110
Fax: 250.286.3486